

CITY COUNCIL  
BUSINESS AND COMMUNITY AFFAIRS COMMITTEE MINUTES

August 6, 2015

The City Council Business and Community Affairs Committee of the City of Norman, Cleveland County, State of Oklahoma, met at 4:20 p.m. in the Municipal Building Conference Room located at 201 West Gray on the 6th day of August, 2015, and notice and agenda of the meeting were posted in the Municipal Building at 201 West Gray and the Norman Public Library at 225 North Webster 48 hours prior to the beginning of the meeting.

PRESENT: Councilmembers Allison, Castleberry, and Chairman Heiple

ABSENT: Councilmember Lang

STAFF PRESENT: Mr. Robert Gruver, Network Administrator  
Ms. Brenda Hall, City Clerk  
Mr. Steve Lewis, City Manager  
Ms. Tim Powers, Director of Information Technology  
Ms. Syndi Runyon, Administrative Technician IV

OTHERS PRESENT: Ms. Joy Hampton, The Norman Transcript

Item 1, being:

FOLLOW-UP ON THE 2013 INFORMATION/TECHNOLOGY ASSESSMENT.

Mr. Steve Lewis, City Manager, said in 2013, Staff identified a need to review the Information Technology (IT) Division. He said for many years, IT was a division of the Finance Department, but the City felt it was time for a performance management of that function. The City hired Dell to perform an analysis of the IT with the goal of defining the “as-is” state of the IT Division and provide recommended approaches and initiatives using industry standards to improve IT. One of Dell’s major recommendations was to create an IT Department with a Director to lead an independent team of technology support for all City departments. Additionally, Council has indicated interest in new technology such as an updated website, a City application where people can observe things happening in the City, etc.

Mr. Tim Powers, Director of IT, highlighted Dell’s recommendations that includes initiating a Technology Strategic Plan; implementation of IT Governance Practice (formalize reporting structure, process controls, and decision making and accountability); increasing internal and external communications; establishing an Enterprise Class Service Desk; enhancing the end-user computing environment; becoming process driven; formalizing employee care and training; formalizing and text the Disaster Recovery Plan; and increasing the use of tools and automation.

Mr. Powers highlighted the IT Department’s response to Dell’s recommendations as follows:

- Initiate a Technology Strategic Plan
  - Covers all areas of IT
  - Establish a Disaster Recovery Strategy
  - Planning started for Emergency Response Plan (RSP) and process improvements
- Implement IT Governance Practices
  - Formalize reporting structure – created two divisions of IT concentration and set the Staff reporting structure
  - Process controls – established process controls for equipment purchases, hire/terminate, incident handling, etc.
  - Decision making and accountability – further defined roles and direct reports

Item 1, continued:

Response to Dell's Recommendations continued:

- Increase Internal and External Communications
  - Created IT Steering Committee that meets monthly to discuss current, upcoming, and future projects for prioritization and preparation
  - Completed Voice Over IP (VOIP) project to enhance employee interactions and generate cost savings by eliminating service vendors
- Establish and Enterprise Class Service Desk
  - Created the IT Support Center where City employees can open work order requests, understand prioritization, and check status of their requests
- Enhance the End-User Computing Environment
  - Set a standard replacement schedule for all IT equipment (desktops, laptops, servers, tablets)
- Become Process Driven
  - Established service metrics for the IT Service Center
  - Established service level agreement with City employees
  - Created and published policies utilized in the APWA (American Public Works Association) standard accreditation process
- Formalize Employee Care and Training
  - Lead and backup roles in each area have been defined
  - Utilized Microsoft (MS) licensing process to offer self-study and training opportunities to City employees in MS Outlook and Office
- Formalize and Test the Disaster Recovery Plan
  - Introduced disaster recovery planning and defined critical systems
  - Creating plans to enhance our disaster recovery plan utilizing the Emergency Operations Center (EOC) project to create more and better systems redundancy
- Increase the use of Tools and Automation
  - Introducing several "do it yourself" tools to help increase user participation and reduce overtime for IT Staff
  - Alert notifications come automatically from critical servers when systems failures are detected

Mr. Powers highlighted upcoming IT projects and initiatives as follows:

- Recently Completed New World Public Safety Software Project
  - New equipment installs to all public safety vehicles
  - New processes to reduce call traffic by dispatch and enhance public safety officer ability to increase response time
- Web Site Enhancements
  - Evaluation
  - Community needs assessment
  - Integrate with City work order process
- Smartphone App for Community Communication and Participation
  - Integrate with website
  - Integrate with City work order process
- Emergency Resource Planning System (ERP) Study
  - Define departmental needs that address citywide process enhancements and cost savings initiatives
  - Request for Proposal (RFP) development

Item 1, continued:

Upcoming IT Projects and Initiatives continued:

- Security Needs Assessment
  - Address the increasing threat from various sources
  - A reactive response to these threats is costly. The IT Department needs the ability to become proactive in today's increasing threatening environment
- Police Body Worn Camera
  - Create storage for large video files and ease of search for public records requests
  - Create infrastructure for wireless access to securely download videos from vehicle to network
- Emergency Operations Center
  - Create space for a redundant server room
  - Enhance disaster recovery by utilizing space for backups and a "hardened" server room in case of natural disasters

Councilmember Castleberry asked if the smartphone app will allow the City to communicate with citizens similar to the public schools notification system and Mr. Power's said the City is using Blackboard Connect, which allows the City to communicate problems to the citizens. Mr. Lewis asked for examples of what the City app would be able to do and Ms. Brenda Hall, City Clerk, said the app will allow complaints generally called into the Action Center, such as overgrown grass, street light outages, potholes, etc., to be submitted directly through the app, including pictures, which would then be directed to a specific department.

Councilmember Castleberry said the school's app allows people to select what school they want to receive notifications from. He would like a City app to allow citizens to receive information related to their Ward, especially press releases regarding street closures, detours, waterline breaks, etc. Mr. Powers said newer technology allows people to do these types of things on a website and Councilmember Allison asked if the City's website is a non-responsive website. Ms. Hall said the City's website has links to the Action Center and other departments, but an app would need to be downloaded for a mobile version of the website in order to be interactive on a mobile phone. Councilmember Allison said he definitely wants the website to be responsive to smartphones.

Councilmember Allison said most citizens will not sign up for email updates from the City because they do not want to be inundated with emails from the City, but they do want weather related and street closure updates for their area so if the City could send information to a specific area it would be nice.

Councilmember Heiple asked if City departments will be able to share information and Mr. Robert Gruver, Network Support Supervisor, said a lot of businesses use a product called Microsoft Sharepoint that allows sharing between different organization teams or groups. He said that infrastructure is fairly complex and usually requires someone managing it constantly. He said the City is currently using a flat file type structure where all files are in one folder that can be shared with different departments. He said IT recently hired a new System Administrator with a Windows engineering background and one of his tasks will be looking at Sharepoint from a cost standpoint as well as other engineering tools to help make sharing easier.

Councilmember Castleberry said he would like to be able to search for specific topics on his Council iPad, such as stormwater, and it would be nice if he could type in "Stormwater Utility" and have all the information come up to browse through. Currently he cannot do that through "air share" and has to create separate folders for all this information and searching can be cumbersome. Ms. Hall said Staff can look at other programs to potentially replace the air share folder that may have a better search capability and Mr. Gruver said he would research that.

Item 1, continued:

Mr. Powers said IT traps malicious emails on a daily basis. He said the biggest threat is the users opening malicious emails that have made it through the filter or opening websites that upload malicious viruses onto the network. IT is trying to become more proactive in stopping malicious emails by educating users on what signs to look for before opening an email attachment. He said cyber warfare is growing and has the capability of destroying infrastructure, bridges, etc. He said the United States accounts for 90% of cyber-attacks received and is third in in line with China and Russia for attacking back. Mr. Gruver said attackers are always trying to find a way around filters and while not specifically targeting the City, they are constantly looking for something open so they can send the malicious emails. He said it is a profession in itself to try to protect yourself from these attacks.

Ms. Joy Hampton, The Norman Transcript, asked who pays cyber attackers to do this and Mr. Powers said some are government agencies and some are simply people doing it as a hobby. He said ransomware is a recent phenomenon where hackers will come in and take over a company's files using an encryption code and demand a ransom via bit coin before they will remove the encryption code. Mr. Gruver said cyber attacking is a billion dollar industry through ransomware, identify theft, malware, etc.

Councilmember Allison asked how many users the City has in its network and Mr. Gruver said approximately 700 to 750 users. Mr. Powers said IT is blocking approximately 800,000 malicious or spam emails the City receives on a monthly basis.

Chairman Heiple said if IT could have two things on their wish list what would they be and Mr. Powers said a security administrator and the EMP would be a very smart investment that would help all departments in the City.

Items submitted for the record

1. Memorandum dated July 31, 2015, from Steve Lewis, City Manager, and Tim Powers, Director of Information Technology, to Council Business and Community Affairs Committee
2. PowerPoint presentation entitled, "City of Norman Information Technology Department IT Audit"

\*

Item 2, being:

MISCELLANEOUS PUBLIC COMMENTS.

None

\*

Item 3, being:

ADJOURNMENT.

The meeting adjourned at 5:03 p.m.